

## **Welcome...**

In an effort to update the Erie County Recreation Department's telephone system, some minor changes have been made to include an automated tee time system. After dialing 652-8555 you will access the main telephone line to the department by **DIALING "1" TO REACH THE TEE TIME SYSTEM.**

The following are the current recordings by which the automated tee time system operates. Requests will be accepted 8 days prior to play for subscribers. **Only one transaction per phone call between 8 PM-11PM.** The golfer i.d. number is entered only once per phone call. Please understand the following is for informational purposes only. The recording will guide you through step-by-step and ask you for the information it needs to complete your request.

### **Making a Tee Time**

#### **For Subscribers**

Enter your 4 digit golfer ID.... 4 digits System repeats the golfer ID entered, if correct press 1, incorrect press 2

#### **MAIN MENU**

To make a reservation press 1

To review your reservation press 2

To cancel or change your reservation press 3

To review name greetings press 7

To hang up press 9

#### **TO MAKE A RESERVATION**

Enter the date you wish to play

(MMDDYY)....6 digits

The system repeats **date**

If correct press 1, incorrect press 2

Which course do you want to play?

For Grover Cleveland press 1 or for Elma

Meadows press 2

Please enter 4 digits for the time you would like to play (I.E. for 1:30 enter 0130)..4 digits

Enter the number of players in your

party..1,2,3,4

(If exact time is not available, the system will repeat the closest earlier and closest later times):

Press 1 to reserve earlier time, 2 to reserve later time, 3 to choose different time, 4 to choose a different course, 8 to return to main menu, or 9 to exit

(If exact time is available or option 1 or 2 is selected above, the system will say)

Booking information is played back

Enter 1 to hear your confirmation number, 8 to return to the main menu, 9 to exit. **NOTE:**

**You must write down your confirmation number.**

#### **REVIEW ASSIGNED TEE TIMES**

Press 1 to review assigned times, 2 to review assigned times and the party you are playing with. (The system will play back all assigned tee times and the players if so requested, then returns to the main menu)

NOTE: If one golfer signs up for 4 players, the system will repeat this back as 1 golfer with 3 guest.

#### **CANCEL OR CHANGE YOUR RESERVATION**

Enter the date you wish to cancel or edit (MMDDYY)...6 digits. The system repeats the day and date. If correct press 1, incorrect press 2

To cancel a reservation press 1, to change the time press 2, to change the course press 3, to change the players press 4, to return to the main menu press 8, to hang up press 9.

**TO CANCEL YOUR RESERVATION YOU MUST DO SO BY 11:00 AM THE DAY BEFORE** Press 1 to cancel, 9 to keep  
**YOUR RESERVATION HAS/HAS NOT BEEN DELETED**

#### **TO CHANGE THE TIME**

Enter the 4 digit time you wish to play (i.e. for 9:30 am enter 0930)...4 digits (If exact time is not available, the system will

repeat the closest earlier and closest later times): Press 1 to reserve the earlier time, 2 to reserve the later time, 3 to choose a different time, 4 to choose a different course, 8 to return to main menu, or 9 to exit

(If exact time is available or option 1 or 2 is selected above, the system will say)  
**YOUR RESERVATION HAS BEEN CHANGED TO (new time)** (If you do not hear this, your reservation was not changed)

#### **TO CHANGE COURSE**

Enter course wanted 1= Grover Cleveland, 2 = Elma Meadows. If exact time is not available, the system will repeat the closet earlier and closet later time): Press 1 to reserve the earlier time 2 to reserve later time, 3 to choose a different time, 4 to choose a different course, 8 to return to main menu, or 9 to exit.

(If exact time is available or option 1 or 2 is selected above, the system will say)  
**YOUR RESERVATION HAS BEEN CHANGED TO (new time and course)** (If you do not hear this, your reservation was not changed)

#### **TO CHANGE THE NUMBER OF PLAYERS**

Press 1 to add players or 2 to delete players. ADD: the system will indicate the maximum number of golfers that can be added or delete to the booking (1-3)

Enter the number of players you wish to add or delete...1digit **YOUR RESERVATION HAS BEEN CHANGED (new group size)** (If you do not hear this, your reservation was not changed). **SYSTEM PARAMETERS**

Now that you know how to use the Reservation System, you are probably curious about your benefits, privileges and responsibilities.

**RESIDENTS:** Golfers need to subscribe to the system for an annual fee of \$25.00, good for the duration of the golf season until November 12<sup>th</sup> of each year. Golfers can

subscribe when they go the Erie County Parks and Recreation Department at 95 Franklin, Room 1359 to obtain their season passes or discount cards. This will allow you to make tee times up to 8 days in advance. You will be asked to present your card to the cashier at the golf course when you claim your reserved tee-time. ***\*Please realize every member of the group will be asked to show their golfer's ID card. Any golfer in the group who does not have a card will be assessed a transaction fee of \$2.00 per player for non-member.***

#### BEFORE YOU START CALLING

Check your telephone for a touch-tone signal.

Be aware of the roll-over time. The system "shuts down" between 7:00PM- 8:00PM and 11:00 PM - 12:00 AM. The eighth day opens for booking at 8:00 PM. Therefore at 8:00 PM on Saturday, you can make a time for Sunday a week later. The system generally receives the greatest number of calls at the roll-over time.

The reservation system allows you to cancel tee times **until 11:00 AM** the day before. But you are allowed to make or change tee times until 11:00 PM the day before. Any questions, you can call the golf course.  
Elma Meadows: 652-5475  
Grover Cleveland: 836-7398

All reservations must be honored or cancelled. If you fail to show up twice for a tee time, your i.d. number will be "red flagged", and you will receive an email and/or letter warning. A subsequent ( 3<sup>rd</sup> ) no-show will result in a "red flag" and cancellation of your privileges. You will have to reapply for a

new golfer's ID. and be assessed a \$25.00 reinstatement fee.

Players must report to the cashier **15 minutes** before tee time to confirm and pay for reservations. Tee times not confirmed and paid 15 minutes prior to reservations are classified as "**no show**" and the tee times are subject to sale. The Erie County Course personnel reserves the right to pair any player(s) if there is a vacancy 15 minutes prior to start.

**All golf passes and permits are good opening day thru November 12<sup>th</sup> of each year.**

**Erie County Parks and Recreation  
95 Franklin Street/ Rm 1359  
Buffalo, NY 14202  
(716) 858-8355**

**website : [http:// www.erie.gov/parks](http://www.erie.gov/parks)**

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**Dave Cordero**  
Youth Administrator



## County of Erie

JOEL GIAMBRA  
COUNTY EXECUTIVE  
DEPARTMENT OF PARKS & RECREATION

**How to Use the  
Automated  
Tee-Time System  
At  
Erie County's  
Elma Meadows  
And  
Grover Cleveland  
Golf Courses**

**(716) 652-8555**

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